



SMALL BUSINESS RESOURCE GUIDE

The Small Business Resource Guide is filled with valuable resources and information to help businesses in Mesa succeed.



MESA, ARIZONA

A VIBRANT CITY, A PREMIER LOCATION FOR BUSINESS

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Chapter 1 – First Points of Contact

Office of Economic Development

City of Mesa

Mesa City Plaza Building

20 E. Main St., Suite 200

Mesa, AZ 85201

Phone: 480.644.2398

E-mail: econdev.info@Mesaaz.gov

LinkedIn: City of Mesa Office of Economic Development

Twitter: @MesaEconDev

Website: www.mesaaz.gov/economic

Determining where to start is not always easy. If you aren't sure who to contact, or what steps to take, Mesa's Office of Economic Development is a great place to begin.

Our Economic Development staff will be happy to assist you in determining a path to start your business, expand an existing business, or find a new location. The Office of Economic Development offers business firms an ombudsmen service to assist with the City's development process, increase understanding of regulations and assess project needs. Staff can also provide introductions to other departments or additional resources.

The Office of Economic Development has services designed for both new and existing businesses—from small entrepreneurial operations to Fortune 500 firms. Services include confidential consultations, assistance with site selection, introduction to private and public sector development and real estate representatives, and acting as a resource in providing vital demographic information to assist potential new businesses with location and expansion decisions.

Mesa's Office of Economic Development actively promotes and preserves the economic strength of the city to ensure that Mesa is the preferred location for new, existing and expanding organizations.

Mesa Chamber of Commerce

40 N. Center St., Suite 104

Mesa, AZ 85201

Phone: 480.969.1307

E-mail: info@mesachamber.org

Website: www.mesachamber.org

The Mesa Chamber of Commerce is a private, nonprofit business organization. Since 1912, the Mesa Chamber of Commerce has been a leading advocate for businesses. The Chamber also acts as an expert in resolution of public policy issues affecting the business community at a local, county or state level. As one of the largest Chambers in the state, the organization offers members many opportunities to market their businesses and to enhance their business skills through individual counseling, group workshops and networking activities.

City of Mesa Libraries Main Office

64 E. First St.

Mesa, AZ 85201

Phone: 480.644.2207

E-mail: libraryinfo@mesaaz.gov

Website: www.mesalibrary.org

Mesa's Main Library is a great business resource featuring various business materials, government and legal documents and "how to" publications on such topics as starting a business, obtaining financing and writing a business plan. The library has an abundance of resources for conducting market research and feasibility studies, including electronic databases users may access from the library, home or office.

The Mesa Library website offers resource links to many business assistance agencies. Staff can help with locating material and conducting database searches if necessary. For more information concerning the assistance offered by the Main Mesa Library, contact the Business Librarian at 480.644.2207.

Historic Preservation Office

55 N. Center St.

Mesa, AZ 85201

Phone: 480.644.4273

Website: www.mesaaz.gov/planning/historicpreservation.aspx

The Historic Preservation Office will point you in the right direction if you are considering rehabilitating an historic property. Commercial historic properties may be eligible for a property tax reduction as well

Downtown Mesa Association

100 N. Center St.

Mesa, AZ 85201

Phone: 480.890.2613

E-mail: DMA@DowntownMesa.com

Website: www.downtownmesa.com

The Downtown Mesa Association is a nonprofit organization that promotes, markets and manages Mesa's original downtown one square mile (from Mesa Dr. to Country Club (E-W) and University to Broadway (N-S)). Services include providing information on available downtown property for sale or lease and business location assistance.

Mesa Tax and Licensing Office

Municipal Building

55 N. Center St., Lower Level

Mesa, AZ 85201

Phone: 480.644.2316

Liquor Licenses: 480.644.2147

TRANSACTION PRIVILEGE (SALES) TAX (Forms are online www.mesaaz.gov/forms) The City of Mesa imposes a privilege (sales) tax on the gross receipts from certain types of business activities. This is a tax on the "privilege" of doing business, but is often passed on to the businesses' customers as "sales tax." Gross receipts generated from the following types of business activities are subject to the City of Mesa privilege tax (Note: On January 1, 2015 the State of Arizona will take over tax licensing for the City of Mesa):

Taxable activities include but are not limited to the following:

- Advertising
- Amusements, Exhibitions, Etc.
- Construction Contracting; Hotels & Motels
- Job Printing; Publishing & Periodical Distribution
- Renting or Leasing Real Property
- Renting Tangible Personal Property; Restaurants & Bars
- Retail Sales
- Salons
- Telecommunication Service
- Use Tax

Other Taxable Activities:

Jet Fuel; Manufactured Buildings; Mining; Transporting for Hire; Timbering & Extraction; Utility Services

The application fee for a privilege (sales) tax is \$50 if the business started prior to 12/31/2008. If the business started after 1/1/2009, the application fee is \$30 with an additional fee of \$15 if the license is applied for after the business start date.

Mesa's privilege tax rate is 1.75 percent of the gross income generated from the various business activities less allowable deductions. Deductions vary by taxable activity. Businesses must maintain adequate records and documentation to support income and deductions. Privilege taxes are due and payable on or before the 20th of the month succeeding the period in which the tax accrues. Tax must be reported on a City of Mesa Transaction Privilege Tax and Use Tax Return.

TRANSIENT OCCUPANCY TAX

Mesa motel and hotel owner/operators also need a Transient Occupancy Tax License. The tax is 5 percent of the rate amount per room occupied per day or any portion of a day for the first 29 days.

SPECIALTY LICENSES

City of Mesa specialty licenses are required for:

- Antique dealers
- Auctioneers
- Bingo
- Fireworks
- Fortune tellers
- Liquor sales
- Massage Establishments
- Off-track Betting
- Park & Swap Operations
- Pawnbrokers
- Peddlers
- Scrap metal dealer
- Sexually-oriented Businesses
- Solicitors
- Special Events
- Teen Dance Halls
- Tent/Canopy
- Transient Merchants

Applications for these licenses can be obtained through the Licensing Office at 55 N. Center St. or at www.mesaaz.gov/salestax/license.aspx. Fingerprints and photos may be required.

LIQUOR LICENSES

The State of Arizona regulates liquor licenses. Applications are obtained from the Department of Liquor Licenses and Control, 800 W. Washington St., 5th Floor, Phoenix, AZ 85007, 602.542.5141. The State forwards a copy of your application to the City for processing. A Public Notice will be posted at the business location for 20 days, and the application will go before the City Council for consideration. The City of Mesa has 60 days from the filing date with the Department of Liquor to recommend approval or denial of the application. The City then informs the State Liquor Board of its decision. The State Liquor Board will then act upon that recommendation.

State and Federal Tax, Licensing & Tax Incentives

Arizona Department of Revenue (ADOR)

1600 W. Monroe St.

Phoenix, AZ 85007-2650

Corporate Income Taxes: 602.255.3381, 1.800.352.4090

Business Taxes and Licensing: 602.255.2060, 1.800.843.7196

Problems & Resolutions: 602.716.6025

Forms by Phone: 602.542.4260

Website: www.azdor.gov

The State of Arizona requires additional business licenses and employer identification numbers based on the type and structure of a business. The Arizona Department of Revenue (East Valley) can assist business owners in determining which taxes and licenses a business may be responsible for paying. The Arizona Department of Revenue also offers several tax credits for business activities.

State Tax Credits & Corresponding Forms	
Form 302	Defense Contracting Credits
Form 304	Enterprise Zone Credit
Form 305	Environmental Technology Facility Credit
Form 306	Military Reuse Zone Credit
Form 307	Recycling Equipment Credit
Form 308	Credit for Increased Research Activities
Form 310	Credit for Solar Energy
Form 312	Agricultural Water Conservation System Credit
Form 315	Pollution Control Credit
Form 318	Credit for Taxes Paid for Coal Consumed in Generating Electrical Power
Form 319	Credit for Solar Hot Water Heater Plumbing Stub Outs and Electrical Vehicle Recharge

Questions regarding these credits or any other tax credits should be directed to the Arizona Department of Revenue.

Federal Taxes, Internal Revenue Service

1818 E. Southern Ave.

Mesa, AZ 85204

Phone: 480.503.7355

Website: www.irs.gov/Businesses/Small-Businesses-&Self-Employed/Self-Employed-Individuals-Tax-Center

Forms & Publications: www.irs.gov/Forms-&-Pubs

The Internal Revenue Service can assist business owners with specific questions concerning federal tax rules and regulations.

Arizona Commerce Authority, Small Business Services (SBS)

1700 W. Washington St., Suite 600

Phoenix, AZ 85007

Phone: 602.845.1200

E-mail: commerce@azcommerce.com

Website: www.azcommerce.com

The Arizona Business Assistance Center from the Arizona Commerce Authority provides a variety of resources to assist anyone interested in starting, expanding or relocating a business in the state.

Chapter 2 – Establishing a Business

Determination of Business Structure

Your attorney or certified public accountant may best determine the most beneficial structure for your particular business. Outlined below are some of the most common forms of business structures.

- A **Sole Proprietorship** is the simplest and most common form of business organization. The creation of a business as a sole proprietorship requires no formal Arizona filing. Profits and losses are reported on a separate schedule within your personal tax return. The sole proprietor of the business may be held personally liable for the debts and obligations of the business.
- A **General Partnership** is an association of two or more persons joined together to carry on trade or business for profit and is usually formalized through preparation of a written agreement. It is not required to file your agreement with the state.
- The **Limited Partnership** has become an increasingly popular choice for business owners, especially those involved in real estate or other investment ventures. LPs can limit the liability and the involvement of certain partners.
- A **Limited Liability Partnership (LLP)** is a business owned by two or more persons and is a relatively new business structure in Arizona. *Professional advice concerning this type of business should be obtained from an Arizona attorney.*
- A **Limited Liability Company (LLC)** is a flexible form of enterprise that blends elements of the partnership and corporate structures. LLC owners have limited personal liability and the benefit of pass-through taxation.
- A **Foreign Corporation** is a business organized under the laws of another state or country and must be registered to conduct business in Arizona.
- A **C Corporation** is the most complex form of business structure. It is formed by law as a separate entity, distinct from the owners of the business, and has its own rights and responsibilities.
- An **S Corporation** allows you the protection of a corporation with some of the financial flexibility of a partnership and elects not to be subject to federal corporate income tax. To qualify as an S corporation, a corporation must meet certain requirements.

It is always best to seek legal advice prior to selecting your organization type.

Registration of Business

The type of business structure you choose will determine where and how you must register your company.

Secretary of State Trademark or Trade Name Office

1700 W. Washington St., 7th Floor

Phoenix, AZ 85007

Phone: 602.542.6187, 1.800.458.5842

E-mail: trades@mail.sosaz.com

Website: www.azsos.gov/business_services/tnt

This office will issue a certificate of business or trade name for a small fee. Registering a business name is not required in Arizona but is a common business practice. These recorded fictitious names, or “Doing Business As” (DBA) titles, help avoid other businesses from using your business name in Arizona.

Recording your business name requires filling out a simple form that can be obtained online from their website. On this same website, a business name search can be performed to determine if a desired name is already registered.

Something important to note is that recording the form does not protect the business name under the copyright law. An attorney can advise you regarding business name and trademark protection.

Arizona Corporation Commission

1300 W. Washington St., 1st Floor

Phoenix, AZ 85007

Phone: 602.542.3026, 1.800.345.5819

Website: www.azcc.gov

Contact this office if your company will be structured as a C Corporation, S Corporation, Foreign Corporation or Limited Liability Company.

The Corporation Commission approves for filing all Articles of Incorporation, all Articles of Organization (for LLC), and any significant changes to those.

Patents and Trademarks

U.S. Patent and Trademark Office

Phone: 571.272.1000, 1.800.786.9199

Website: www.uspto.gov

This office provides useful information on patents and trademarks. Call to request the free booklet, *Basic Facts about Trademark* and an application. Online access to all the tools needed to file a patent or trademark is available.

Trademark applications are very precise and it is recommended that an attorney is consulted.

Chapter 3 – Getting Started in Mesa

Planning and Zoning

55 N. Center St.

Mesa, AZ 85201

Phone: 480.644.2473

Website: www.mesaaz.gov/planning

All property inside the Mesa City limits is zoned by the City Council in accordance with the City's Zoning Ordinance. Based on the type of business and the current zoning and condition of the specific location, you may be required to process applications through public hearings or advisory boards. Even if a business location already is properly zoned, a business owner may be required to provide certain on-site improvements such as parking, storm-water retention, paving, walls, fencing, architectural improvements and landscaping before opening a business. The Planning Division supplies information regarding these issues and hearing process procedures.

Specific requirements and process procedures can be determined and reviewed with the business owner using a preliminary plan review through the Planning Division. Appointments are required and fees may be assessed. Call the Planning Division's main number to schedule a meeting. Permit Services Center employees can answer general planning and zoning related questions or arrange a meeting with planning staff if needed.

Development and Sustainability

Mesa's Permit Services Center

Municipal Center

55 N. Center St.

Mesa, AZ 85201

Phone: 480.644.4273

E-mail: planreview@mesaaz.gov

Website: www.mesaaz.gov/devsustain

East Mesa Service Center

6935 E. Decatur St.

Mesa, AZ 85207

Phone: 480.644.4273

The City of Mesa offers an innovative customer service program to provide complete assistance to developers, contractors and the general public. The Permit Services Center provides customers with comprehensive information on a wide variety of development and construction-related issues.

For customer convenience, the Centers are located at the Municipal Building and the Building Safety Office at the East Mesa Service Center. Permit Services staff provide assistance with permit applications, utility availability, zoning regulations, occupancy issues, sign requirements, offsite improvements, fee schedules and related information. With the consolidated services offered at the Center, the need to visit multiple City departments is eliminated.

The City of Mesa designed the Permit Services Center to answer general questions about zoning, building and engineering development regulations in Mesa to make opening a business in Mesa more streamlined. For major projects, the Center's staff can arrange meetings with other City department representatives to move your plans through the process.

Each case is different, and the Permit Services Center staff can help you determine your zoning requirements, what permits are required and how to hook up utilities.

New Utility Service Lines or Meters

Municipal Center
55 N. Center St.
Mesa, AZ 85201
Phone: 480.644.2221

East Mesa Service Center
6935 E. Decatur St.
Mesa, AZ 85201
Phone: 480.644.4273

The Permit Services Center is the contact point for all types of public works improvement information, such as City utilities and public streets.

Center staff administer and coordinate new utility installation orders, utility service relocations, leak problems and concerns about City-owned natural gas, water or sewer facilities. The staff also issues all permits and licenses for construction or work performed within public rights-of-way or easements.

Permanent utilities for new construction, remodeling projects or relocation of existing utilities: it is the responsibility of the developer to order water, sewer and natural gas services, as needed, once the plan review process is completed and a permit is issued for development. This procedure allows ample time to install utilities before the completion of the project.

When a crew is required to install underground piping, installation occurs approximately three weeks after an order is placed. If a utility does not require underground piping, installation can normally be completed within two working days, assuming all inspection approval requirements have been met. Water meters are installed in the early stages of construction, and the contractor usually signs for and pays the bill for usage until the building is ready for occupancy. Gas and electric meters cannot be installed until the building is granted final approval.

The developer should sign for billing responsibility for all utilities (electric, gas, water, wastewater and refuse removal) upon final inspection of a building. Final approval is given when the building is completed and ready for occupancy. After the inspector approves a building and issues a release, new permanent gas or electric meters will generally be installed within two working days.

When natural gas must be turned on, a person 18 years or older needs to be present at the business location or when access to the property or meters is restricted.

Temporary water: If temporary water is needed from a fire hydrant for street work or preparation of a construction site before permanent water is available, a hydrant meter use permit can be issued. Application for a hydrant meter should be made 24 hours in advance of need.

Permits and Inspections

Municipal Building Phone: 480.644.4273

For specific code questions: 480.644.2061

East Mesa Service Center Phone: 480.644.2221

Building Safety operates a complete “one-stop shop” for all matters and permits related to construction and development within the city limits and the City of Mesa utility service areas. Applicants must obtain permits in person. Upon completion of construction and inspections for commercial developments, Certificates of Completion or Occupancy are issued. For a single residence, Building Safety releases utility meters.

City Plan Review provides one-stop convenience for all construction plan submittals, which include building, plumbing, electrical, mechanical, zoning, signage, fire and civil engineering. The review process is coordinated in-house to maximize efficiency and minimize delay.

Construction permits (private property): construction permits are issued for all new on-site construction; demolition; building alterations; remodeling and the installation or modification of electric, plumbing or mechanical systems; and fire alarm and sprinkler systems.

Current information concerning submission and review of required plans and specifications is available by phone, as well as in person. Permit fees and development impact fees are collected at the time the permit is issued.

Small projects may be reviewed and approved for a permit at the time you bring them into our offices. Others must be submitted for review and approval. Information regarding the current plan review timing may be obtained by contacting the offices. After permit approval, the field inspection staff must be contacted to schedule any required inspections.

Prior to the issuance of any new construction permits, copies of the Maricopa County Earth Moving Permit and Dust Control Plan and the Storm Water Notice of Intent must be submitted to Building Safety. Information regarding the Earth Moving Permit and Dust Control Plan can be obtained at the Maricopa County Air Quality Department by calling 602.506.6010.

Right-of-way permits: Separate off-site permits are required before construction of any work that will be performed within the public rights-of-way or a public easement, and can be obtained at the Permit Services Center located at the Building Safety Division. A Right-of-Way Permit may be required in addition to other permits and licenses for a new development. Permit and other applicable fees are collected at the time permits are issued.

Signs: Exterior advertising signs, including banners, may be installed or displayed after obtaining a sign permit. Banner signs can be displayed for up to 30 days for a grand opening. Portable signs and vehicle signs parked for advertising purposes are prohibited. Some real estate signs are exempt.

City Utilities and Services

The City of Mesa supplies water, sewer and trash/recycling services to businesses throughout the City and electric and natural gas services to certain areas. For commercial service where utility service lines and meters are existing, you must contact the Customer Service Office. To request a new service line or meter or to relocate an existing one, contact the Permit Services Center located in Building Safety Division.

Customer Service (Existing Utility Service Lines and Meters)

Municipal Building

55 N. Center St.

Phone: 480.644.2221, 1.866.406.9659

Mesa, AZ 85201

Website: www.mesaaz.gov/custserv

East Mesa Service Center

6935 E. Decatur St.

Mesa, AZ 85201

Commercial Deposits

Commercial deposits are held for three consecutive years of preferred credit, with no more than one delinquent billing in each year. If a preferred credit status has been established with the City of Mesa on a current commercial account, a deposit may not be required at a new address. There are three options for placing the deposit: Cash, Non-cash and Utility bond.

- **Cash:** This account is non-interest bearing and is either refunded, applied after three consecutive years of preferred credit, or applied to the final bill when the account is closed. If the deposit exceeds the final bill, the difference will be refunded.

- **Non-cash:** This account is interest bearing and requires setting up a savings account or a Certificate of Deposit at a local bank in the name of the legal entity applying for the commercial account. You receive interest on the monies from the bank. The City of Mesa places an assignment on the Certificate of Deposit or savings account. After preferred credit status (as described above) is established, the City will release the account via a letter sent to the bank. If the account is closed within three years, a letter of release will be sent to the bank upon payment of the final bill. There is a \$5 filing fee required with this option.
- **Utility bond:** This type of deposit is secured through an insurance or bonding company. It is issued in the name of the legal entity guaranteeing payment in case of default. After preferred credit status is established for the aforementioned three-year period, the bond can be cancelled, or if required for a longer time, renewed.

The amount of deposit for all three options is determined by taking 2.5 times the highest monthly bill for the year from a comparable business to the new business. Once the utility meters are in place at the service address, next working-day service is available. If no meter is installed, Public Works Services Counter can help you with installation procedures or refer to the next section, which explains how to have one installed.

Alarm Permits

All businesses and homes with alarms must have an alarm permit, which can be obtained at Customer Service in the Municipal Building or the East Mesa Service Center. There is a one-time \$10 fee for burglar alarms and an additional \$10 fee for hold-up/panic alarms that can be paid in person at Customer Service or sent by mail. For residents 65 and older, the fee is waived.

Fire Safety Operation Permit (FSOP)

The FSOP was established in 2007 to provide public safety personnel in Mesa with current business owner contact information, as well as to identify the operations or processes being conducted at your business. The goal is to minimize potential damage or loss of revenue to your business through quick contact with your business representative in the event of an emergency at your business. Identifying current operations at your facility also allows fire personnel the ability to respond with the appropriate resources to minimize damage caused by fire or other catastrophic events.

Every business located within Mesa city limits, excluding home-based businesses, will be required to pay the Fire Safety Operational Permit fee of \$15. Additional inspection fees are as follows:

Low Risk Facilities: no additional fee
 Medium Risk Facilities: additional \$150
 High Risk Facilities: additional \$250
 High Risk Facilities 12,000 sq.ft. additional \$200

The risk of a business is determined by many factors including the size complexity of the structure, the occupant load, occupant age, special processes or hazardous material use, and other factors. The Fire Department determines the risk classification for your business.

Trash/Recycling

Solid Waste Management Department

City of Mesa

P.O. Box 1466

Mesa, AZ 85211

Phone 480.644.222

Website: www.mesaaz.gov/waste

Service Requests/Payments

Municipal Building

55 N. Center St.

Mesa, AZ 85201

East Valley Service Center

6935 E. Decatur St.

Mesa, AZ 85207

Phone (Customer Service): 480.644.2221

Website: www.mesaaz.gov/waste

The City offers customized trash and recycling programs to all Mesa businesses. Professional staff will meet you at your business location to help assess your service needs. All businesses, regardless of size, need an efficient hauler that is able to provide cost-effective trash and recycling services. As a local, full service hauler, the City has the ability to respond to your needs in a professional and timely manner. Contact Customer Service at 480.644.2221 for specific information, to set up a customized assessment appointment, or to begin service.

Gas and Electric Services

Municipal Building
55 N. Center St.
Mesa, AZ 85201
Phone: 480.644.2221

East Valley Service Center
6935 E. Decatur St.
Mesa, AZ 85207
Phone: 480.644.2313
Website: www.mesaaz.gov/energy/initiating-service.aspx

Electric Service

If you wish to have electric service extended to your new or existing business, contact one of our City of Mesa Electric Engineers:

Ezra Domskey Electrical Engineer II
Phone: 480.644.3806
E-mail: ezra.domskey@mesaaz.gov

Dan Darms, Sr. Electrical Engineer
Phone: 480.644.3805
E-mail: dan.darms@mesaaz.gov
Hours: Monday -Thursday 7am - 6pm

Natural Gas Service

If you wish to have natural gas service extended to your new or existing business, contact a City of Mesa Utilities Representative:

Scot Sherwood, Sr Gas Engineer
Phone: 480.644.2509
E-mail: scot.sherwood@mesaaz.gov

Lori Bonilla, Utilities Development Coordinator
Phone: 480.644.2652
E-mail: lori.bonilla@mesaaz.gov
Hours: Monday -Thursday 7am - 6pm

Other Public Utilities

If your business receives utility service from Salt River Project or Southwest Gas Company instead of the City of Mesa, please check with those utility companies for their requirements, service areas and office locations.

Chapter 4 - Regulatory Issues

Workers' Compensation Insurance

If you have employees, you must carry Workers' Compensation insurance at your expense. The Arizona Industrial Commission administers Workers' Compensation insurance. The purpose of the insurance is to provide medical benefits and compensation to covered employees injured in work-related accidents.

You may choose to insure your employees through the State Compensation Fund by insuring with an authorized insurance carrier or by qualifying with the Arizona Industrial Commission as a self-insurer.

Workers' Compensation Fund

3030 N. 3rd St.

Phone: 602.631.2300

Phoenix, AZ 85012

Website: www.copperpoint.com

Industrial Commission of Arizona (ICA)

800 W. Washington St.

Phoenix, AZ 85007

Phone: 602.542.4411

Website: www.ica.state.az.us

The scope of ICA includes, the Workers' Compensation system, occupational safety and health issues, compliance responsibilities for youth employment laws, resolution of wage disputes under \$2,500, vocational rehabilitation and licensing of Workers' Compensation pools.

Environmental Codes and Services

Mesa Fire Department

The Mesa Fire Department is responsible for ensuring compliance with local fire codes by local businesses. Fire Code Compliance is achieved in two ways:

- Through the review of construction or development plans. Questions regarding this process should be directed to the Fire Plans Examiner located in Building Permits and Inspections. The Plans Examiner's hotline number is 480.644.4273.
- Through an ongoing business inspection program performed by the Mesa Fire Prevention Office. For questions concerning these inspections and codes requirements call 480.644.2622.

Maricopa County Environmental Services Department

1001 N. Central Ave., Suite 200

Phoenix, AZ 85004

Phone: 602.506.6623

Website: www.maricopa.gov/EnvSvc

Environmental Health Division

1001 N. Central Ave., Suite 300

Phoenix, AZ 85004

Phone: 602.506.6984

Website: www.maricopa.gov/EnvSvc/EnvHealth

If you are opening a restaurant, or any other type of establishment that serves food and drink, an Eating and Drinking Permit is required from the Maricopa County Environmental Health Department. Your business also must comply with Maricopa County rules and regulations established for food handlers and food facilities.

Arizona Department of Environmental Quality (AZDEQ)

1110 W. Washington St.

Phoenix, AZ 85007

Phone: 602.771.2300, 1.800.234.5677

Website: www.azdeq.gov

AZDEQ has a special program to ensure small businesses compliance with environmental rules and regulations. It is designed to relieve concern in dealing with a state regulatory agency for answers to environmental questions.

Mesa's Environmental & Sustainability Office

LOCATION

55 N. Center St.
Mesa, AZ 85201
Phone: 480.644.3599

MAILING ADDRESS

P.O. Box 1466
Mesa, AZ 85211
E-mail: scott.bouchie@mesaaz.gov
Website: www.mesaaz.gov/environ

This office is responsible for ensuring compliance with local ordinances related to storm water pollution prevention and air quality. Staff is available to provide guidance and compliance assistance with local environmental ordinances and to help coordinate the resolution of other environmental issues, including but not limited to air quality and hazardous materials. Information regarding the Storm Water Notice of Intent also can be obtained from this office.

Chapter 5 - Community Relations Programs

Crime Prevention Through Environmental Design (CPTED)

Mesa Police Department

130 N. Robson St.

Mesa, AZ 85201

Phone: 480.644.2030

Mailing Address:

P.O. Box 1466

Mesa, AZ 85211

Website: www.mesaaz.gov/police/literature/pdf/CPTEDLong.pdf

CPTED is a crime prevention philosophy based on the theory that “proper design and effective use of the built environment can lead to the anticipation and reduction in the fear and incidence of crime, as well as an improvement in the quality of life.”

The best time to apply this philosophy is during the design phase of a project, before a building, commercial complex or neighborhood is constructed. CPTED principles are applied when the initial architectural plans are submitted to the Planning Division for approval. The preliminary plans are reviewed by a CPTED Practitioner of the Police Department who provides the applicants with comments and recommendations for a safer environment.

CPTED principles can also be applied to existing properties. If you would like a free on-site assessment or plan review to ensure your business design is the best possible for safety and security precautions, call the Mesa Police Department at the number above.

Graffiti Removal Hotline

Phone: 480.644.3083

The City of Mesa Provides a Graffiti Removal Program to all Mesa businesses. The City is committed to the removal of graffiti as soon as it is reported. This program helps to ensure a high quality visual environment in Mesa. The hotline is a 24-hour number. City policy is removal within three working days.

Neighborhood Outreach Office

20 E. Main St., Suite 250

P.O. Box 1466

Mesa, AZ 85201

Phone: 480.644.5700

Website: www.mesaaz.gov/neighbor

The City of Mesa's Neighborhood Outreach Office is a resource for small business owners dedicated to building relationships with residents and community leaders in surrounding neighborhoods. The Office identifies neighborhood leaders that businesses can contact to build positive relationships within adjacent neighborhoods. The Office also encourages residents in mature neighborhoods to contact and work with area businesses as they begin to work on revitalization of their areas, and to include businesses as partners in making those improvements.

This Office registers Mesa neighborhoods and identifies specific neighborhood boundaries that may be of value to business owners who are considering a prospective site in an area, or who are evaluating the viability of expanding of an existing business.

Chapter 6 - Additional Resources

Airports

Phoenix-Mesa Gateway Airport

5835 S. Sossaman Rd.

Mesa, AZ 85212

Phone: 480.988.7600

Website: www.phxmesagateway.org

Phoenix-Mesa Gateway Airport is an international aerospace center with aircraft manufacturing, maintenance, modification, testing and pilot training. Currently, more than 20 aviation companies operate on the facility. The remaining 1,000 acres available for aviation company locations is in high demand. With three 10,000-foot runways and a new passenger terminal, the airport acts as a reliever for Phoenix Sky Harbor International Airport, and ranks third in the state in direct on-airport facility revenues.

Phoenix-Mesa Gateway Airport has been designated as Foreign Trade Zone #221 and as a Military Reuse Zone, offering aviation companies a significant financial edge in the global marketplace. In addition to the FTZ and Military Reuse Zone incentives, Phoenix-Mesa Gateway Airport also houses a new passenger terminal and a Customs Office to assist businesses engaging in international trade.

Falcon Field Municipal Airport

4800 E. Falcon Dr.

Mesa, AZ 85215

Phone: 480.644.2444

Website: www.falconfieldairport.com

Falcon field Municipal Airport is one of the top 10 general aviation airports in the nation. Falcon Field, with direct on-airport facility revenue exceeding \$595 million annually, is the second-highest revenue generating aviation facility in the state. The airport serves as home base for more than 700 aircraft and as an industrial park, with more than 30 aviation-related businesses and more than 50 commercial enterprises.

Business Services

Note: Please refer to individual chapters for additional business resource agencies.

Arizona Small Business Association

Central Arizona Office
4600 E. Washington St., Suite 341
Phoenix, AZ 85034
Phone: 602.306.4000
Website: www.asba.com

The Arizona Small Business Association is a statewide membership organization whose mission is to provide a member forum for networking products/services, to educate through weekly seminars/workshops, to apprise members of legislation affecting small business, and to support and foster small business development, retention, and growth in Arizona.

Bid Source (Arizona Government Procurement Experts)

201 N. Central Ave., Suite 2700
Phoenix, AZ 85004
Phone: 602.495.6467
Website: www.bidsource.com

A customized bid notification system, consulting services, resource material and information, and a purchasing network are a few of the benefits offered by Bid Source.

Business.gov

Website: www.business.gov

Business.gov is an SBA sponsored website which is an online resource guide designed to provide legal and regulatory information to America's small businesses.

SCORE East Valley (Service Corps of Retired Executives)

2828 N. Central Ave, Suite 800

Central & West Thomas

Phoenix, AZ 85004

Phone: 602.745.7250

E-mail: admin1@scorephoenix.org

Website: www.scorephoenix.org

SCORE is funded in part by SBA and offers no-cost/low-cost consulting and seminars. A national network of organizations of retired executives provides consultation in planning and managing small businesses, as well as sponsoring small business-related seminars and workshops.

Maricopa Community College District's Small Business Development Center

Main Office - Phoenix

108 N. 40th St., South Building

Phoenix, AZ 85034

Phone: 480.784.0590

Website: www.maricopa-sbdc.com

Mesa Community Colleges Downtown Campus – Downtown Mesa

145 N. Centennial Way

Mesa, AZ 85201

Phone: 480.784.0590

Website: www.mesacc.edu/locations/downtown-center

Professional consultants provide low-cost seminars on business operations and confidential, no-cost personalized business counseling in all areas of small business management including management, marketing, financial management, business planning, and international trade. They also assist companies with workforce recruitment and employee training. MCCD-SBDC is a leader in small business development.

Chambers of Commerce and Economic Development Agencies

Arizona Chamber of Commerce

3200 N. Central Ave., Suite 1125

Phoenix, AZ 85012

Phone: 602.248.9172

E-mail: info@azchamber.com

Website: www.azchamber.com

The Arizona Chamber of Commerce and Industry is committed to advancing Arizona's competitive position in the global economy by advocating free-market policies that stimulate economic growth and prosperity for all Arizonans.

Arizona Hispanic Chamber of Commerce

255 E. Osborn Rd., Suite 201

Phoenix, AZ 85012

Phone: 602.279.1800

Website: www.azhcc.com

The purpose of the Chamber is to promote the success of Hispanic-owned businesses by facilitating business relationships, economic development and sharing of knowledge for the benefit of the State of Arizona and the growth and success of the members of the Chamber.

Phoenix Minority Business Development Business Center

255 E. Osborn Rd., Suite 202

Phoenix, AZ 85012

Phone: 602.248.0007, 800.428.7299

Website: www.phoenixmbdcenter.com

The Phoenix Minority Business Development Agency provides professional consulting and technical assistance to minority business owners to improve the management and profitability of their firms and to increase their revenue and capacity. Services are provided directly to clients through professional consulting staff, contracted consultants and strategic partners.

Asian Chamber of Commerce

7217 N. 6th Way

Phoenix, AZ 85020

Phone: 602.222.2009

Website: www.asianchamber.org

The Chamber supports, promotes and fosters business, cultural and educational relationships by and between chamber members and the public.

Chinese Chamber of Commerce of Arizona

P.O. Box 32865

Phoenix, AZ 85064

Website: www.ccocoarizona.org

The Chinese Chamber's mission is to improve the economic development of business entrepreneurs and the communities they serve.

Arizona Korean Chamber of Commerce

15033 N. Thompson Peak Pkwy., #D10

Scottsdale, AZ 85250

Phone: 480.277.3261

E-mail: azkochamber@gmail.com

Website: www.kochamber.org

Arizona Korean Chamber's mission is to foster economic development for Korean-owned businesses, facilitate trade between Arizona and Korea, serve as the voice of the Korean American small business community in Arizona, and provide positive public awareness of Korean American owned businesses.

The Greater Phoenix Black Chamber of Commerce

201 E. Washington Ave., Suite 350

Phoenix, AZ 85004

Phone: 602.307.5200

E-mail: info@phoenixblackchamber.com

Website: www.phoenixblackchamber.com

The Mission of the Greater Phoenix Black Chamber of Commerce is to improve the economic development of our business entrepreneurs and the communities we serve. The GPBCC serves as the cornerstone for educational training, resource programs, resources and economic growth opportunities with a specific emphasis on "Business In Action."

Greater Phoenix Chamber of Commerce

201 N. Central Ave., 27th Floor

Phoenix, AZ 85004

Phone: 602.495.2195

E-mail: info@phoenixchamber.com

Website: www.phoenixchamber.com

The Greater Phoenix Chamber of Commerce pursues and promotes a free market, thriving community and economic prosperity for all Chamber members through advocacy, programs, events and services.

Greater Phoenix Economic Council (GPEC)

2 N. Central Ave., Suite 2500

Phoenix, AZ 85004-4469

Phone: 602.256.7700, 1.800.421.GPEC

E-mail: info@gpec.org

Website: www.gpec.org

GPEC is a public-private partnership representing 23 communities in the region and carries out a mission to attract quality businesses to the Greater Phoenix region from around the world, and to advocate and champion foundational efforts to improve the region's competitiveness.

Greater Phoenix Leadership

400 E. Van Buren St., Suite 825

Phoenix, AZ 85004

Phone: 602.252.5667

Website: www.gplinc.org

Greater Phoenix Leadership provides the executive forum through which corporate leadership can effectively and efficiently collaborate with the public sector and non-profit organizations to establish and sustain a safe, healthy and prosperous community.

Maricopa Association of Governments

302 N. 1st. Ave., Suite 300

Phoenix, AZ 85003

Phone: 602.254.6300

Website: www.azmag.gov

The Maricopa Association of Governments (MAG) is a Council of Governments that serves as the regional agency for the metropolitan Phoenix area. MAG is the designated Metropolitan Planning Organization for regional planning in the Maricopa region.

National Center for American Indian Enterprise Development

953 E. Juanita Ave.

Mesa, AZ 85204

Phone: 480.545.1298

Website: www.ncaied.org

The National Center for American Indian Enterprise Development is a non-profit organization committed to business development for Indian people.

Visit Mesa

120 N. Center St.

Mesa, AZ 85201

Phone: 480.827.4700

E-mail: info@visitmesa.com

Website: www.visitmesa.com

Visit Mesa impacts the City of Mesa, Arizona and its partnering East Valley communities' economies by marketing the region as a premier travel destination.

Incubators and Accelerators

LAUNCHPOINT – Mesa Technology Accelerator

6113 S. Kent St.

Mesa, AZ 85201

Project Manager: Shea Joachim

Phone: 480.644.3562

E-mail: Shea.Joachim@mesaaz.gov

Website: www.mesaaccelerator.com

LAUNCHPOINT, the Mesa Technology Accelerator was created in collaboration with Arizona State University to drive the growth of innovative technology companies. LAUNCHPOINT fosters the cultivation of the latest innovations and technologies from consumer web and mobile applications to biotech and green energy, and everything in between.

Arizona Business Incubation Association

Deborah Klatt

Phone: 602.845.1296

E-mail: debk@azcommerce.com

Website: azincubators.org

The Arizona Business Incubation Association was created in 2011 as a way to share information with business incubators and allied organizations across Arizona.

National Business Incubation Association

340 W. State St., Unit 25

Athens, OH 45701-1565

Phone: 740.593.4331

E-mail: info@nbia.org

Website: www.nbia.org

The National Business Incubation Association (NBIA) is the world's leading organization advancing business incubation and entrepreneurship. Each year, it provides thousands of professionals with information, education, advocacy and networking resources to bring excellence to the process of assisting early-stage companies. An elected, voting board of directors, representing the world's leading incubators, governs the association.

Mesa THINKspot

Mesa Public Library - Red Mountain Branch
635 N. Power Rd.
Mesa, AZ 85205
Website: www.mesathinkspot.com

Mesa THINKspot is a collaborative workspace and makerspace within the Red Mountain Branch of the Mesa Public Library. Mesa THINKspot provides the community hands-on opportunities to innovate in a flexible, multipurpose space that encourages collaboration, conversation, creativity and curiosity.

Educational Resources/Employment Training/Career Services

Academy for the Advancement of Small, Minority and Women Owned Enterprises (APS-AAAME)

Street Address
400 N. 5th St.
Phoenix, AZ 85004
Phone: 602.250.1000
E-mail: AAAME@aps.com
Website:
www.aps.com/en/communityandenvironment/economicdevelopment/smallbusinessdevelopment/Pages/business-mentoring-aaame.aspx

Mailing Address
P.O. Box 53999, Mail Sta. 8602
Phoenix, AZ 85072-3999

AAAME is a two-year business mentoring program that assists business owners in developing solid business practices. There is no cost required, just a time commitment, with meetings at least twice a month. Visit the website for more information regarding this helpful program.

Arizona State University (ASU)

Mailing Address

P.O. Box 871312

Tempe, AZ 85287-1312

Phone: 480.965.2350

E-mail: careerservices@asu.edu

Website: www.asu.edu

Services, resources and information for employers include: resume referrals; job listings; Web links; lists of student organizations and faculty; on-campus recruiting; Employer Guide; pre-recruiting information sessions; career-coordinated internships and co-op opportunities. A number of job fairs are offered throughout the year including Arizona Collegiate Job Fair (spring), Education Recruiter Round-up (summer), and Career Fiesta (fall).

ASU L. William Seidman Research Institute

College of Business

P.O. Box 874011

Phone: 480.965.5362

Tempe, AZ 85287-4011

Website: www.wpcarey.asu.edu/seid

For business research information and business forecasts at the Seidman Research Institute contact:

Center for Executive and Professional Development

Phone: 480.965.7579

Website: www.wpcarey.asu.edu/professional-development

JPMorgan Chase Economic Outlook Center

Phone: 480.965.3963

Website: www.wpcarey.asu.edu/seid/eoc

Center for Entrepreneurship

Phone: 480.965.0474

Website: www.wpcarey.asu.edu/research/entrepreneurship

Mesa Community College (MCC)

1833 W. Southern Ave.

Mesa, AZ 85202

Phone: 480.461.7000

Website: www.mesacc.edu

The largest of the community colleges in metropolitan Phoenix, MCC offers customized training and various on-site services for businesses at the main campus and specialized small business training at the East Valley Entrepreneurial Center located in Mesa.

MCC Career Re-entry Service

1833 W. Southern Ave.

Mesa, AZ 85202

Phone: 480.461.7592

Employers can recruit students through posting job and internship descriptions year-round and by attending the career fair in April.

Financial Assistance

(Loan programs, grants and tax incentives and credits)

Arizona MultiBank Community Development Corporation

101 N. 1st Ave., Suite 1880

Phoenix, AZ 85003-1910

Phone: 602.643.0030

E-mail: azmultibank@multibank.org

Website: www.multibank.org

MultiBank CDC provides financial and technical assistance for the advancement of small business, for low and moderate income housing, and for economic development. Part lender and part intermediary, the Arizona MultiBank CDC provides direct financing in the form of debt, debt with equity features and credit enhancements to facilitate conventional financing and to leverage other private and public funds.

NEDCO (Neighborhood Economic Development Corporation)

12 N. Center St.

Mesa, AZ 85201

Phone: 480.258.6927

E-mail: TBenelli@NEDCO-Mesa.org

Website: www.nedco-mesa.org

NEDCO, a nonprofit Community Development Financial Institution (CDFI), provides expansion and start-up loans for businesses in Mesa. Some loans are directly financed from NEDCO's Community Development Loan Fund, others are provided through Arizona MultiBank Community Development Corporation. Some projects may qualify for a partial guarantee from the City of Mesa. In addition, NEDCO provides technical assistance to businesses for business plans and project concepts.

City of Mesa Private Activity Bonds—Mesa Tax & Licensing

55 N. Center St.

Mesa, AZ 85201

Phone: 480.644.2316

Website: www.mesaaz.gov/salestax

The Mesa Industrial Development Authority starts the application process for the \$10 million of tax-exempt loans offered by the Arizona Commerce Authority and the State of Arizona. Eligible manufacturing businesses searching for loans in the range of \$1 to \$10 million are encouraged to apply for the lower than prime interest rate loan. Several fees related to the application process make requests less than \$1,000,000 not feasible.

U.S. Small Business Administration (SBA)

Arizona District Office

2828 N. Central Ave., Suite 800

Phoenix, AZ 85004-1093

Phone: 602.745.7200

Website: www.sba.gov/localresources/district/az/financing/index.html

SBA offers multiple small business loan programs, federal contracting and small business certification programs. Visit their website to read about their 7(a) Loan Program, Microloan Program, 504 (real property) Loan Program, as well as training opportunities.

International Business Resources

Arizona Department of Agriculture, International Service

1688 W. Adams St.
Phoenix, AZ 85007
Phone: 602.542.4373
Website: www.azda.gov

Companies that import or export any food related items need to contact the Department of Agriculture for codes and regulations. This includes food processing and animal related business as well.

Arizona-Mexico Commission (AMC)

1700 W. Washington Ave., Suite 180
Phoenix, AZ 85007
Phone: 602.542.1345
E-mail: info@azmc.org
Website: www.azmc.org

The Arizona-Mexico Commission develops Arizona-Mexico relations and assists with policy-making through various bi-national activities between Arizona and Sonora representatives and active promotion of cross-border, socio-economic activity.

Border Trade Alliance (BTA)

805 15th St., NW, Suite 700
Washington, D.C. 20005
Phone: 202.386.9653
Website: www.thebta.org

Border Trade Alliance improves the quality of life through trade and commerce by providing a forum for participants to discuss and promote issues concerning trade throughout the Americas.

Export-Import Bank of the United States (USEAC)

811 Vermont Ave., NW
Washington, D.C. 20571
Phone: 562.980.4550
Website: www.exim.gov

The services of the Export-Import Bank of the United States include financing, insurance policies and consultation with exporters.

The National Association of Foreign-Trade Zones

1001 Connecticut Ave., NW, Suite 350

Washington, D.C. 20036

Phone: 202.331.1950

Website: www.naftz.org

A Foreign Trade Zone (FTZ) is a secured area physically located within a country, but legally considered foreign soil for customs purposes, and therefore treated as part of international commerce. The purpose of an FTZ is to attract and promote international trade and commerce by providing a means for importers to reduce or eliminate the payment of import duties. The benefits of operating in a Foreign Trade Zone are primarily the reduction or elimination of the payment of U.S. Customs duties or excise taxes on goods imported into the United States. State legislation provides tax reductions to companies with operational facilities within FTZs or subzones. FTZ procedures are available to companies involved in extensive importing of products or components that locate at the zone and fulfill activation, U.S. Customs and FTZ Board requirements. Other companies that cannot be accommodated within the zone, and who meet eligibility requirements, may apply for subzone status.

Foreign Trade Zone #221 (Mesa)

City of Mesa Office of Economic Development

20 E. Main St., Suite 200

Mesa, AZ 85201

Phone: 480.644.3562

E-mail: Shea.Joachim@mesaaz.gov

Website: www.mesaaz.gov/economic/FTZ221.aspx

U.S. Customs Office - Port of Phoenix

3002 E. Old Tower Rd., Suite 400

Phoenix, AZ 85034

Phone: 602.914.1400

Website: www.cbp.gov/contact/ports/phoenix

A service port is a customs location having a full range of cargo processing functions, including inspections, entry, collections and verification (19 CFR 101.1). It assesses and collects all duties, fees and taxes on imported goods, and enforces customs regulations and related laws.

U.S. Department of Commerce (USDOC), Bureau of Export Administration

Western Regional Office
3300 Irvine Ave., Suite 307
Newport Beach, CA 92660
Phone: 949.660.0144
E-mail: Newport.Beach.Office.Box@mail.doc.gov
Website: www.bis.doc.gov

The USDOC Bureau of Export Administration assists companies with exporting processes by offering counseling, workshops and assistance in obtaining exporting licenses.

U.S. Department of Commerce, International Trade Administration

1475 N. Scottsdale Rd., Suite 200
Scottsdale, AZ 85257
Phone: 602.640.2513
E-mail: office.phoenix@trade.gov
Website: www.export.gov

The USDOC International Trade Administration assists U.S. firms to realize export potential by providing expert counseling, information on foreign markets, international contacts and advocacy services.

Additional Online Resources

(Information provided by the Mesa Public Library)

American Association of Exporters and Importers	www.aaei.org
Americans with Disabilities Act Awareness	www.mesaaz.gov/diversity/businessada.aspx
Arizona District Export Council	www.exportaz.org
Asia Pacific Economic Cooperation	www.apec.org
Asia Development Bank	www.adb.org
Census Bureau	www.census.gov
Cross-Cultural Communications	www.globalbusinessleadership.com
Environmental Protection Agency	www.epa.gov
Export Legal Assistance Network	www.sbaonline.sba.gov
Federal Grants	www.cfda.gov
Federation of International Trade Association	www.fita.org
Fedstats	www.fedstats.gov
Foreign Trade Zone Corporation	www.FTZcorp.com
International Monetary Fund	www.imf.org
International Standards Organization	www.iso.ch
International Chamber of Commerce	www.iccwbo.org
NADBank: North American Development Bank	www.nadbank.org
National Association of Export Companies	www.nexco.org
National Customs Broker and Forwarders Association of America	www.ncbfaa.org
National Law Center for Inter-American Free Trade	www.natlaw.com
Serra International	www.serraus.org
Sister Cities International	www.sister-cities.org
Thomas Register (manufacturers and suppliers)	www.thomasnet.com
Trade Compass	www.trade-compass.com
United States Bureau of Economic Analysis	www.bea.gov
USAID—United States Agency for Int'l Development	www.usaid.gov
World Bank	www.worldbank.org
World Trade Centers Association	www.wtca.org